

**Project Name:** Status Update for Vital Records

**OCIO Project #:**

**Department:** California Department of Public Health (CDPH)

**Revision Date:** 9/14/10

## Concept Statement

### Description

**Brief description of the proposed project:**

Funding Source: 100% Health statistics Special Fund (HSSF 0099)

Center: Health Information and Strategic Planning (HISP)

Start Date: 09/01/2012

End Date: 03/31/2015

Is BCP Needed: Yes (FY 12/13)

CDPH 2008-2010 Strategic Plan: 5

CA IT Strategic Plan: 1 (1, 2, 3, 4) and 2 (1, 3)

AIMS: 1 (3, 4), 2 (1, 4), 3 (1, 2), and 4 (2, 3, 4, 5)

Project Description: Create a web portal for the submission of requests for status updates on the processing of new vital records and requests for certified copies of birth and death records that are in processing with the state Office of Vital Records. Fulfilling requests for updates on the processing of new vital records and on requests for certified copies of vital records is one of the primary business functions in the Office of Vital Records. The current process involves requests coming via the call center within HISP where staff must locate the vital record or certified copy request and report its progress to the requestor. This current process is slow, inefficient, and generates a large volume of work locating each request or vital record, getting its progress and handling questions. Automation would greatly improve this request process by streamlining, simplifying and providing the service in an improved and more efficient manner.

### Need Statement

**High Level Capabilities Needed:**

Build a web application to allow customers the ability to request the status on a submitted vital record or on requests for certified copies of birth and death certificates over the Internet. This system would transmit the request to the CHS CRTS II system and allow the seamless transmission of the request from the customer to the system which would display the status of the customer's request.

IT Projects will meet the requirements for accessibility for disabled persons as stipulated in the IT Policy Letter (ITPL) 10-10; State Administrative Manual (SAM) Sections 4819.2 and 4833; and Statewide Information Management Manual (SIMM) Sections 20, 25, 30.

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### What is Driving This Need?

The workload involved in handling, locating, and processing status update call requests overwhelms the vital records staff. The need to decrease and streamline the certified copy status update request process is essential to improving the timeliness and efficiency in the vital records office.

### Risk to the Organization if This Work is Not Done:

Workload continues to increase and call volumes continue to rise. If the current process continues, the vital records office will continue to fall behind in processing requests. If workload and process improvements cannot be obtained then customer service will suffer and the vital records customers will experience longer delays in the processing of their requests for status updates of newly submitted vital records and certified copies of vital record documents.

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## Benefit Statement

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### Intangible Benefits

#### Process Improvements (describe the nature of the process improvement):

Replace a call center primary function with an online automated process that requires no interaction from state staff to process requests and provides immediate results to the customer. This project will replace the current manual process of answering calls, locating documents and reporting their status.

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### Other Intangible Benefits:

- Improve customer service.
- Decrease printing cost for forms and applications.
- Meet the State strategic concept # 2 and fulfill technology's potential to transform lives.
- Make it much easier and quicker to get a status update for a certified copy of a vital event record via an on-line web process.

This project supports the California IT Strategic Concepts and Strategies as follows:

#### Concept 1. IT As Reliable As Electricity

1. Make IT more reliable for state customers
2. Make IT processes more efficient
3. Create secure transactions for our state customers
4. Meet a higher standard of service

#### Concept 2. Fulfilling Technology's Potential to Transform Lives

1. Establish a service oriented culture
3. Open new channels for services to Californians

## Tangible Benefits

### Revenue Generation (describe how revenue will be generated):

N/A

### Cost Savings (describe how cost will be reduced):

N/A

## CA - PMM

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**Cost Avoidance** (describe the cost and how avoided):

N/A


**Risk Avoidance** (describe the risk and how avoided):

N/A

**Improved Services:**

Streamlines the status update process by making it primarily web based and frees up staff time while enabling status update requests to be processed more quickly and efficiently. Makes the State Office accessible for requests of the status of vital record documents and makes these status updates easier and quicker. Frees up state staff and their time that is currently devoted to handling these calls to respond to more critical investigations and handle other duties.

## Consistency

"No" Responses 		Rationale	Action Required
Enterprise Architecture	Yes		
Business Plan	Yes		
Strategic Plan	Yes		

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### Impact to Other Agencies

#### Nature of Impact to Other Agencies

<b>Agency:</b>
<i>Describe the nature of the impact:</i>
N/A

<b>Agency:</b>
<i>Describe the nature of the impact:</i>
N/A

<b>Agency:</b>
<i>Describe the nature of the impact:</i>
N/A

<b>Agency:</b>
<i>Describe the nature of the impact:</i>
N/A

## CA - PMM

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### Solution Alternatives

#### Alternative 1:

Alternative Description: Add staffing to increase the level of service nearly equivalent to the automation efforts.

#### Technical Considerations for Alternative 1:

Hosting Location: N/A

Additional workstation and software license cost, technically simple to complete. High cost for staffing.

ROM Cost: \$591,000 to \$1,182,000

Note: high end of range must not exceed 200% of low end of range

#### Alternative 2:

Alternative Description: Develop a web-based application to allow submission of status updates certified requests.

#### Technical Considerations for Alternative 2:

Hosting Location: OTech

Implement an N-tier architecture utilizing existing infrastructure. Application will be developed using the department standard application development methodologies.

ROM Cost: \$295,000 to \$886,500

Note: high end of range must not exceed 200% of low end of range

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### Alternative 3:

Other Alternatives will be discussed during the Feasibility Study and documented in the Feasibility Study Report (FSR).

### Technical Considerations for Alternative 3:

Technical considerations for other Alternatives will be discussed during the Feasibility Study and documented in the FSR.

ROM Cost: to

**Note: high end of range must not exceed 200% of low end of range**

## Recommendation

### Comparison:

Alternative 1	ROM Cost		Risk
	\$591,000	- \$1,182,000	<i>Costly and inefficient</i>
Alternative 2	ROM Cost		Risk
Web Based N-Tier	\$295,000	- \$886,500	
Alternative 3	ROM Cost		Risk
	\$0	- \$0	

# CA - PMM

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### Conclusions:

1	Funding Source: 100% Health statistics Special Fund (HSSF 0099)
2	
3	
4	

### Recommendation:

Implement solution alternative 2. This solution supports CDPH 2008-2010 Strategic Plan Goals: 5 and CA IT Strategic Plan Concepts and Strategies: 1 (1, 2, 3, 4) and 2 (1, 3), and AIMS: 1 (3, 4), 2 (1, 4), 3 (1, 2), and 4 (2, 3, 4, 5)

### Project Approach *(if known)*

<b>System Complexity:</b>				System Business Hours: <i>(e.g., 24x7, 9am-5pm)</i> :		9am to 5pm	
Architecture	<input type="checkbox"/> Mainframe	<input checked="" type="checkbox"/> Client Server	<input checked="" type="checkbox"/> Web Based	Num. of New Databases:		3	
Technology	<input checked="" type="checkbox"/> New	<input checked="" type="checkbox"/> New to Staff	<input checked="" type="checkbox"/> In-House Experience	Interfaces:		External	
Implementation	<input checked="" type="checkbox"/> Central Site	<input type="checkbox"/> Phased Roll-out		Num. of Sites:		1	
M & O Support	<input checked="" type="checkbox"/> Contractor	<input checked="" type="checkbox"/> Data Center	<input checked="" type="checkbox"/> Project	<input checked="" type="checkbox"/> In House			
Procurement Approach: RFP						Number of Procurements:  1	
Open Procurement?		Yes		Delegated Procurement?		No	
Scope of Contract	<input checked="" type="checkbox"/> Development	<input checked="" type="checkbox"/> Implementation	<input checked="" type="checkbox"/> M & O	<input type="checkbox"/> Other:			
Anticipated Length of Contract:		2		Years /		extensions for 0 years	